

IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended): An image forming part that carries out an image forming and reproducing process;

a data storage that stores a plurality of possible problems occurring in connection with the image forming and reproducing process, each problem being stored in association with addressee information and problem ID code;

an acquiring unit that acquires problem information when one of the problems occurs in connection with the image forming and reproducing process;

an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage; ~~and~~

a communication unit that reports occurrence of said one of the problems to the selected addressee; and

e-mail creating means that creates an e-mail to report the occurrence of said one of the problems to the selected addressee and inserts the problem ID code in the subject of the e-mail.

Claim 2 (Original): The image reproducing apparatus according to claim 1, wherein the forming and reproducing process includes at least one of a printing process for recording and outputting an image and a reading process for optically reading an original, and the image forming part includes at least one of a printing section that records and outputs the image, and a reading section that optically reads the original.

Claim 3 (Original): The image reproducing apparatus according to claim 2, further comprising a printing process management unit that monitors and detects printing problems occurring in connection with the printing process, and a reading process management unit that monitors and detects reading problems occurring in connection with the reading process, wherein the acquiring unit acquires said one of the problems from one of the printing process management unit and the reading process management unit.

Claim 4 (Original): The image reproducing apparatus according to claim 1, further comprising a use information retaining unit that retains use information about the image reproducing apparatus, wherein the communication unit reports the occurrence of said one of the problems, together with the use information, to the selected addressee.

Claim 5 (Original): The image reproducing apparatus according to claim 4, wherein the use information contains location information representing the location of the image reproducing apparatus.

Claim 6 (Original): The image reproducing apparatus according to claim 4, wherein the use information contains ID information for identifying the image reproducing apparatus.

Claim 7 (Original): The image reproducing apparatus according to claim 1, wherein the data storage stores one or more addressees as the addressee information, in association with said one of the problems.

Claim 8 (Original): The image reproducing apparatus according to claim 7, wherein the data storage stores at least one of a user of the image reproducing apparatus, a system

administrator who conducts system administration for the image reproducing apparatus, and a maintenance person of the service center, in association with said one of the problems.

Claim 9 (Original): The image reproducing apparatus according to claim 1, further comprising e-mail creating means that creates an e-mail to report the addressee of the occurrence of said one of the problems, wherein the data storage stores an e-mail address as the addressee information, in association with said one of the problems.

Claim 10 (Original): The image reproducing apparatus according to claim 9, wherein the data storage stores a problem ID code in association with said one of the problems, and the e-mail creating means inserts the problem ID code in the subject of the e-mail.

Claim 11 (Original): The image reproducing apparatus according to claim 9, further comprising Web page creating means that creates a Web page containing detailed information about the problems detected in the image reporting and reproducing process.

Claim 12 (Original): The image reproducing apparatus according to claim 11, wherein the e-mail creating means inserts the URL of the Web page in the subject of the e-mail.

Claim 13 (Currently Amended): A method for monitoring and reporting problem occurring in connection with an image forming and reproducing process, the method comprising the steps of:

storing a plurality of possible problems occurring in connection with the image forming and reproducing process in advance, each of the problems being stored in association with addressee information and problem ID code;

detecting one of the problems having occurred in connection with the image forming and reproducing process;

determining an addressee to which the occurrence of the detected problem is to be reported, from the addressee information stored in association with the detected problem; ~~and~~

reporting the detected problem to the determined addressee; and

creating an e-mail to report the detected problem to the determined addressee,
including inserting the problem ID code in the subject of the e-mail.

Claim 14 (Currently Amended): A problem monitoring apparatus connected to an image reproducing apparatus, comprising:

a data storage that stores a plurality of possible problems occurring in connection with an image forming and reproducing process carried out in the image reproducing apparatus, each of the problems being stored in association with addressee information and problem ID code;

an acquiring unit that receives and acquires problem information from the image reproducing apparatus when one of the problems occurs in the image reproducing apparatus;

an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage; ~~and~~

a communication unit that reports occurrence of said one of the problems to the selected addressee; and

e-mail creating means that creates an e-mail to report the occurrence of said one of the problems to the selected addressee and inserts the problem ID code in the subject of the e-mail.

Claim 15 (New): An image reproducing apparatus comprising:

- an image forming part that carries out an image forming and reproducing process;
- a data storage that stores a plurality of possible problems occurring in connection with the image forming and reproducing process, each problem being stored in association with addressee information;
- an acquiring unit that acquires problem information when one of the problems occurs in connection with the image forming and reproducing process;
- an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage;
- a communication unit that reports occurrence of said one of the problems to the selected addressee; and
- web page creating means that creates a Web page containing detailed information about the problems detected in the image reporting and reproducing process.

Claim 16 (New): The image reproducing apparatus according to claim 15, wherein the forming and reproducing process includes at least one of a printing process for recording and outputting an image and a reading process for optically reading an original, and the image forming part includes at least one of a printing section that records and outputs the image, and a reading section that optically reads the original.

Claim 17 (New): The image reproducing apparatus according to claim 16, further comprising a printing process management unit that monitors and detects printing problems occurring in connection with the printing process, and a reading process management unit that monitors and detects reading problems occurring in connection with the reading process,

wherein the acquiring unit acquires said one of the problems from one of the printing process management unit and the reading process management unit.

Claim 18 (New): The image reproducing apparatus according to claim 15, further comprising a use information retaining unit that retains use information about the image reproducing apparatus, wherein the communication unit reports the occurrence of said one of the problems, together with the use information, to the selected addressee.

Claim 19 (New): The image reproducing apparatus according to claim 18, wherein the use information contains location information representing the location of the image reproducing apparatus.

Claim 20 (New): The image reproducing apparatus according to claim 18, wherein the use information contains ID information for identifying the image reproducing apparatus.

Claim 21 (New): The image reproducing apparatus according to claim 15, wherein the data storage stores one or more addressees as the addressee information, in association with said one of the problems.

Claim 22 (New): The image reproducing apparatus according to claim 21, wherein the data storage stores at least one of a user of the image reproducing apparatus, a system administrator who conducts system administration for the image reproducing apparatus, and a maintenance person of the service center, in association with said one of the problems.

Claim 23 (New): The image reproducing apparatus according to claim 15, further comprising e-mail creating means that creates an e-mail to report the addressee of the occurrence of said one of the problems, wherein the data storage stores an e-mail address as the addressee information, in association with said one of the problems.

Claim 24 (New): The image reproducing apparatus according to claim 23, wherein the data storage stores a problem ID code in association with said one of the problems, and the e-mail creating means inserts the problem ID code in the subject of the e-mail.

Claim 25 (New): The image reproducing apparatus according to claim 23, further comprising Web page creating means that creates a Web page containing detailed information about the problems detected in the image reporting and reproducing process.

Claim 26 (New): The image reproducing apparatus according to claim 25, wherein the e-mail creating means inserts the URL of the Web page in the subject of the e-mail.

Claim 27 (New): A method for monitoring and reporting problem occurring in connection with an image forming and reproducing process, the method comprising:

storing a plurality of possible problems occurring in connection with the image forming and reproducing process in advance, each of the problems being stored in association with addressee information;

detecting one of the problems having occurred in connection with the image forming and reproducing process;

determining an addressee to which the occurrence of the detected problem is to be reported, from the addressee information stored in association with the detected problem;

reporting the detected problem to the determined addressee;
creating a Web page containing detailed information about the problems detected in the detecting.

Claim 28 (New): A problem monitoring apparatus connected to an image reproducing apparatus, comprising:

a data storage that stores a plurality of possible problems occurring in connection with an image forming and reproducing process carried out in the image reproducing apparatus, each of the problems being stored in association with addressee information;

an acquiring unit that receives and acquires problem information from the image reproducing apparatus when one of the problems occurs in the image reproducing apparatus;

an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage;

a communication unit that reports occurrence of said one of the problems to the selected addressee; and

web page creating means that creates a Web page containing detailed information about the problems detected in the image reporting and reproducing process.